City of Nashua
Central Purchasing
229 Main Street
Nashua NH 03060
603-589-3330 Fax: 603-589-3344

February 6, 2015

Request for Proposal **Enterprise Asset Management / Work Order System**
RFP0619-031015

The City of Nashua, NH, (referred to as the "City") is soliciting proposals from experienced Enterprise Asset Management / Work Order System (EAMS) vendors for the purpose of implementing asset management and work order capabilities within the Department of Public Works (DPW). The chosen EAMS solution shall consist of several modules including, but not limited to, Asset and Work Order Management, Citizen Requests, Valuation and Condition, and Budget Forecast. The asset management module must be able to manage the following assets: streets, pavement, sidewalks, sewer and storm infrastructure, traffic signs and signals, bridges and various City owned facilities, including a landfill , wastewater treatment plant, parks, pools, and playgrounds. The City is also soliciting proposals for a **Licensing and Permitting system** and **Facility Management System**; if a vendor provides this functionality, the City would like details.

The successful vendor will provide services for an Enterprise Asset Management / Work Order System including, but not limited to, all necessary management, training, and documentation. The scope of work for the Asset Management Program includes assistance with identifying public works industry best practices, evaluating existing Asset Management Procedures, and developing Asset Management policies. The vendor shall demonstrate how each subject area described in the scope of services section below will be considered in developing a recommended asset management program.

INSTRUCTIONS TO VENDORS:

Submit one (1) original and four (4) photocopies of same, of the proposal in a sealed envelope(s) or package(s) clearly marked **"Enterprise Asset Management / Work Order System"** Complete specifications and related documentation is also available on our web site, www.nashuanh.gov, under Citizen Favorites, Current Bid Opportunities, document **RFP0619-031015**. Only the names of those agencies that submitted a proposal will be posted on the web site, under Bid Results, within three (3) hours of opening.

Proposals must be submitted, as outlined in the preceding paragraph, **no later than 3:00PM on Tuesday, March 10, 2015**, c/o Central Purchasing Office, Lower Level, City Hall, 229 Main Street, Nashua, NH 03060. Proposals must be submitted in the format provided and address the items specified in the proposal specifications. The City of Nashua may reject any or all of the proposals on any basis and without disclosure of a reason.

Postmarks or other timestamps will not be accepted in lieu of actual delivery. The firm can use whatever delivery mechanism it chooses as long as it remains clear that the firm is responsible for submissions prior to the date and time.

The City of Nashua assumes no liability for the payment of costs and expenses incurred by any bidder in responding to this request for proposals. All proposals become the sole property of the City of Nashua.

All proposals are binding for sixty (60) days following the deadline for bids, or until the effective date of any resulting contract, whichever is later.

This request for proposals is not a contract and alone shall not be interpreted as such but rather serves as an instrument through which proposals are solicited.

The project timeline is as follows:

	Date	Time/Location
Deadline for Vendor Questions	Friday, February 20, 2015	3:00PM
Answers/Clarifications Posted	Tuesday, February 24, 2015	3:00PM
Proposal Submittal Date	Tuesday, March 10, 2015	3:00PM Central Purchasing Dept.
Negotiations and Contract award	TBD	TBD

Vendors are encouraged to submit questions via email; however, the City assumes no liability for assuring accurate and complete email transmission/receipt and is not responsible to acknowledge receipt. **Inquiries** must be **submitted in writing**, citing the RFP title, RFP number, Page, Section, and received **no later than Friday, February 20, 2015 at 3:00PM to either of the following individuals**:

Mr. Bruce Codagnone, IT Division Director
City of Nashua
Information Technology Division
229 Main Street
Nashua NH 03060
Email: codagnoneb@nashuanh.gov

Ms. Lisa Fauteux, Director of Public Works
City of Nashua
Division of Public Works
9 Riverside Street
Nashua NH 03062
Email: fauteuxl@nashuanh.gov

The City will consider all timely-received questions and requests for change and, if reasonable and appropriate, will issue an addendum to clarify or modify this RFP. Answers to vendor submitted questions and other addenda will be posted under document **RFP0619-031015** on the City of Nashua website; www.nashuanh.gov under Citizen Favorites, Current Bid Opportunities no later than **Tuesday, February 24, 2015, at 3:00PM.**

Pursuant to NRO 5-71 (A), the City of Nashua supports the concept of purchasing products which are biodegradable, can be or have been recycled, or are environmentally sound. Due consideration will be given to the purchase of such products. If you are bidding on any such products which qualify, please so indicate in a cover sheet by item number and description

Pursuant to NRO 5-78 (F), the Purchasing Manager shall not solicit a bid from a contractor who is in default on the payment of taxes, licenses or other monies due the city. Therefore, this proposal request is void as to anyone who is in default on said payments as well as those who are or have been federally debarred.

As noted above, please contact Bruce Codagnone, CIO/IT Division Director, via email at codagnoneb@nashuanh.gov or Lisa Fauteux, Director of Public Works, at fauteuxl@nashuanh.gov with questions relating to this Request for Proposal.

Respectfully,

Mary Sanchez, CPPB

Mary Sanchez, CPPB
Purchasing Agent II
City of Nashua
sanchezm@nashuanh.gov

SCOPE OF SERVICES RFP0619-031015

A. Asset Management

1. **Pavement Management.** The Asset Management program recommended will provide a comprehensive pavement management program that will use GIS software to help select candidate road segments for various types of rehabilitation and maintenance required. The program will provide the highest quality network of pavements possible for the traveling public at the available funding level and manage utility cuts through a permit and inspection process. The plan should also be able to evaluate sewer pipe condition in the same street network to determine the best approach for paving and sewer replacement to allow for the best use of funding.

2. **Wastewater Collection System.** The City owns and operates 100 miles of combined sewer, 190 miles of separated sanitary sewers, and 13 wastewater pump stations. There are 8 permitted combined sewer overflows (CSOs) and 3 satellite facilities involved in storage and/or treatment of combined flows within the wastewater collection system. The Asset Management program should capture all assets at treatment plant, pump stations, collection system, and CSO's. The program should also support the following:

    - Methods used for field survey data collection, analysis and reporting
    - A plan for subdividing the City network and developing a schedule to capture the field data
    - A plan to correlate street paving priority with sewer rehabilitation needs so that construction resources are consolidated
    - A detailed project plan based on selection criteria
    - Provide reporting tools needed for presentation and decision support
    - Present scenarios/options for each project based on available funding and life expectancy

3. **Stormwater Management System.** The Storm water Management System includes a variety of facilities that collect, transport, or infiltrate runoff. Components in the drainage collection system include storm drains, culverts, detention ponds, low impact development systems, treatment systems, and structures. The Asset Management Program should be able to assist in the development and implementation of a plan to track all infrastructure components, and develop a maintenance schedule.

4. **Wastewater Treatment Facilities.** The City owns and operates a Wastewater Treatment Facility that has an average daily flow of 12 MGD and the capabilities to process 110 MGD during a wet weather event. The Asset Management program should track all plant equipment, repairs, and regulatory permits. The system should also be able to create preventative maintenance schedules for the equipment and provide reporting capabilities.

5. **Landfill.** The City owns and operates an active Landfill and several closed landfills throughout the city with equipment. The Asset Management program should be able to track all on-site equipment, repairs, and regulatory permits. The system should also be able to create preventative maintenance schedules for the equipment and provide reporting capabilities.

6. **Traffic Signage and Signals.** The Asset Management program will include the ability to inventory traffic signage and signals, track all infrastructure components, and provide a maintenance schedule.

B. Work Order Management

The scope of the **Work Order Program** will be to reduce the burden of on-demand maintenance. The Work Order Program should be able to establish work plans and preventative maintenance schedules, route work orders using City-defined workflow, manage all scheduled maintenance, provide user task lists, monitor costs and progress, automatically perform resource tracking and job costing, and map trends for analysis and adjust accordingly.

C. Facility Management

1) Provide Facility Condition Assessment Services

I. Modeling – statistically-generated representation of renewal costs based on industry models
II. Systems Lifecycle – on-site, system level assessment for asset's capital renewal profile
III. Standard Assessment – on-site inspection that utilizes a system template of building type, expected costs, and descriptions with template driven short and long term requirements
IV. 5-Year Needs – on-site assessment for condition of assets over the next 5 years
V. Comprehensive Assessment – on-site inspection that utilizes a system template of the building type, expected costs, and descriptions with customer specific short and long term requirements

2) Facility Software Funtionality

I. Centralizes information about facility assets
- (a) Locations, structure, type, uses, conditions, requirements and associated costs, projects and plans
- (b) Configure data/views (sorts, filter, view by type, size, etc.)
- (c) Dashboards & Reports – can integrate with other applications such as Work Order Management systems.
- (d) Associate drawings and photos with specific building/asset records.
- (e) Attach relevant documents and links

II. Ensure accuracy with built-in industry standards
- (a) Integrates industry standard cost data from RSMeans and BCIS, and lifecycle data from the Building Owners and Managers Association.
- (b) Built-in cost estimator supports additional cost sources.
- (c) Built-in library of building and system model templates estimate the cost of capital asset renewal and replacement.

III. Determine the impact of different levels of spending
- a) Prioritize capital needs
- b) Develop efficient projects

IV. Benchmark progress
- a) Uses industry-standard benchmarks (FCI – Facility Condition Index) to compare assets

V. Other
- a) Evaluate "Green" options
- b) Create customized reports (built-in or customized)
- c) Web-based
- d) On-site or remote software training options
- e) Annual software updates
- f) Annual user conference

	City of Nashua DPW - Asset Management / Work Order Business Requirements					
	Date: 1/26/2015					
	Request for Service Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
1	Provide a process for initiating one or more work orders when needed from a service request while minimizing data re-entry and while preserving the relationships among service requests and work orders.	1				
2	Manage identity of service requests or work orders initiated from other systems, so that results of work performed can be communicated back to the originating system when appropriate.	1				
3	Create a service request using data received from external Customer Relationship Management (CRM) System.	1				
4	Create and assign a unique identifier number for service requests originating within the proposed Work Order Asset Management System (Work Order Asset Management System).	1				
5	Provide a Web-based program to allow customers and the general public to create online service requests and submit for DPW review.	1				
6	Ability to group and assign associated work activities to service requests or work orders utilizing user-defined criteria.	1				
7	Ability to capture and track all labor, equipment, and material costs associated with work orders, including administrative tasks such as plan review.	2				
8	Support linkage to a service request or work order of one or more investigation reports, or other means of collecting and/or verifying details about the complaint.	2				
9	Support linkage to a service request or work order of one or more inspection reports, or other means of collecting and/or verifying asset attribute data, when appropriate.	1				
10	Provide method for tracking open service requests or work orders based on user-selected status criteria such as creation date, job date, type, priority, status, assignment, and duration.	1				
11	Ability to transfer work requests from one Department to another for certain requests.	1				

	Request for Service Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
12	Provide method for tracking open service requests or work orders based on user-selected geospatial criteria such as location, District, etc.	1				
13	Provide method for tracking open service requests or work orders through GIS.	2				
14	Provide full, real-time field access to all service request and work order information including customer contact, account and property information.	1				
15	Ability to enter and track reactive and emergency service requests along with their associated costs.	2				
16	Ability to link service request to a customer.	1				
17	Ability to link service request to a location.	1				
18	Ability to assign user-defined status to service request or work order.	2				
19	Provide a method to update service requests or work orders from field or office, including status, comments, activities, and completion data.	1				
20	Support automated notifications using multiple media (e.g. call, page, email) to the originator or other designated user upon change of status of service request or work order.	1				
21	Ability to initiate a new or follow-up service request or work order from the field.	2				
22	Provide a process to assign common service activity types to each service request or work order, including non-asset work activities, such as permit inspections.	1				
23	Assign priorities for service requests or work orders based on service type. The system shall support authorized operator overrides.	1				
24	Provide escalation process and approvals for emergency and high priority requests.	1				
25	Provide a method for tracking incomplete service request or work orders and notifying the originator after a user-specified period.	1				
26	Provide a method for closing a service request or work order from field or office, including appropriate updates to related service activities.	1				
27	Provide options for searching on service requests or work order by multiple criteria.	1				

	Request for Service Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
28	Communicate service requests and work orders automatically to mobile units, in near real time.	2				
29	Provide a process for initiating one or more work orders based on service request, while minimizing data re-entry and while preserving the relationships among service request and work orders.	1				
30	Working from within the Work Order Asset Management System environment, select a location based on Geographic Information System (GIS) features, and generate a service request linked to the selected location.	1				
31	Provide a process for identifying related service requests and linking them together (e.g. multiple calls due to one flooding incident).	1				
32	Support routing work orders or service requests by user-defined methods, including stored business rules.	1				
33	Support association of various types of investigation or inspection with service request or work order, including logging work activities and results.	2				
34	Allow all users to initiate a Work Order Asset Management System service request.	1				
	Maintenance and Repair					
35	Create work orders to assign, track, and log work performed to maintain or repair assets. Assign a unique identification number to each work order.	1				
36	Provide means for simple creation and updates of work orders with minimal re-entry of data.	1				
37	Must be able to schedule work orders on a reoccurring time basis. Ex. Weekly, Biweekly, Monthly, Quarterly, Yearly.	1				
38	Allow migration of asset inventory from GIS to Work Order Asset Management System, including asset location, nameplate data, relevant specifications, date installed, and other relevant information.	1				
39	Support linkage of a work order to one or more assets of a selected type within the asset inventory.	1				
40	Support linkage of a work order to assets of multiple asset types within the asset inventory.	2				

	Maintenance and Repair Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
41	Support linkage of a work order to assets that are not mapped (such as vehicles).	2				
42	Allow creation of a work order that is not assigned to an asset. Support linking to affected assets once they are identified and (if necessary) added to the asset inventory. Allow issuing follow-up work order to add asset to GIS and associate list of work orders to it.	1				
43	Support creation of non-asset related work orders for miscellaneous assignments and tasks, including administrative tasks such as plan review.	2				
44	Provide method for grouping multiple work orders that are part of a project or that are otherwise related.	1				
45	Provide method for linking one or more subordinate work orders to a primary work order (such as a follow-up work order for landscaping repair that is linked to a pipe repair work order).	2				
46	Support multiple tasks or activities within a single work order, with responsibility and effort tracking possibly different for each task.	2				
47	Store condition, inspection and work history data for the life of an asset, including preservation of historic data after the asset is removed or retired.	1				
48	Support creation, maintenance, and utilization of standard work order types, with associated templates. Allow overrides of the default parameters of the template for individual work orders.	1				
49	Automatically generate recurring work order based on schedule defined by user or work order type. Allow override of default parameters for individual work orders.	1				
50	Support creation, maintenance, and utilization of standard work tasks or activities for inclusion in work orders.	1				
51	Allow creation of common activity codes for recording work performed and results of activities.	1				
52	Support creation, maintenance, and utilization of standard pick lists of Employees, Materials, and Equipment for assignment to work orders.	1				

	Maintenance and Repair Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
53	Provide tools for scheduling repair, corrective, preventive maintenance, recurring and ad hoc work; and labor and equipment resources.	1				
54	Track maintenance and repair activities and associated costs, including a process to analyze, investigate, prioritize, resolve and report results.	2				
55	Track FEMA activities and associated costs, including a process to analyze, investigate, prioritize, resolve and report results using FEMA templates.	1				
56	Support linkage to a work order of one or more inspection reports or other means of collecting and/or verifying asset attribute data.	1				
57	Ability to develop a detailed job plan (scope of work) for a work order, communicate the plan to field staff, and log as part of the work order record.	2				
58	Attach permits and other supporting documentation to work order.	2				
59	Provide capability to electronically route work order, including decisions and assignments, categorized by business function. Include capability to create a hard copy of work order, including details, if requested by user.	1				
60	Support maintenance of a variety of non-infrastructure asset types, including: fleet vehicles and equipment, real property assets acquired from tax foreclosure, etc.	2				
61	Provide access to GIS data and functionality, with redlining capability, at desk or through mobile system.	1				
62	Working from within the Work Order Asset Management System environment, select a GIS feature that represents an asset based on location or other geospatial criteria, and generate a work order.	1				
63	Support field generation of work orders for ad hoc work done in the field.	1				
64	Synchronize data in near real time between a central server and changes made in field.	2				
65	Provide capability to transfer information on a work order to Water Utility Company (Pennichuck) Work Order System or CRM System depending on work type.	2				
66	Provide convenient reports for supporting the assignment and re-assignment of selected open work orders.	1				

	Maintenance and Repair Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
67	Support routing work orders by user defined methods, including stored business rules.	1				
68	Ability to assign user-defined status to work order as a whole, and to individual tasks or activities within it.	2				
69	Support automated notifications using multiple media (e.g. call, page, email) to the originator or other designated user upon change of status of work order.	1				
70	Provide a method for tracking incomplete work orders and notifying the originator after a user-specified period.	1				
71	Provide a method for closing a work order from field or office, including appropriate updates to related service activities.	1				
72	Provide options for searching for work orders by multiple criteria.	1				
73	Communicate work orders automatically to mobile units, in near real time.	1				
74	Notify field workers that an update to a work order has been made or a new one assigned, independent of continuous access to the application (i.e., by radio, pager or cell call).	1				
75	Provide statistical analysis of asset history and condition data to support predictive maintenance, and generate work orders based on the outcomes of analysis. Need to be able to do this using a Sewer Condition and Pavement Condition Interface.	2				
76	Provide statistical analysis of asset history and condition data to support root cause analysis of failures, and generate work orders based on the outcomes of analysis. Need to be able to do this using a Sewer Condition and Pavement Condition Interface.	2				
77	Provide statistical analysis of asset history and condition data to support asset criticality assessment and tracking. Need to be able to do this using a Sewer Condition and Pavement Condition Interface.	1				
78	Provide statistical analysis of asset history, criticality, and condition data to support asset prioritization. Need to be able to do this using a Sewer Condition and Pavement Condition Interface.	1				
79	Ability to set work order start date into the future. Example: repair pothole in spring or cut down trees.	1				

	Asset Inventory Maintenance and Mapping Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
80	Ability to identify and map location of all assets and infrastructure through the City's ESRI GIS System.	1				
81	Ability to map above and below ground infrastructure and interactions through GIS application.	1				
82	Support inspections and condition monitoring, and store condition and inspection data for the life of the asset.	1				
83	Provide tools for scheduling routine inspection and condition monitoring of assets.	1				
84	Ability to create and manage equipment and materials inventory by commodity code.	1				
85	Ability to track and monitor warranty data on assets, including system, component, and accessory warranties and/or maintenance bonds.	1				
86	Track each warranty assigned to an asset by date, usage, time, and other pertinent parameters (e.g. hours) and the Vendor / Contractor responsible for the warranty and/or maintenance bond.	1				
87	Ability to track asset and infrastructure maintenance.	1				
88	Ability to map and view information, including digital information and images, through GIS application.	1				
89	Working from within the GIS environment, select a GIS feature that represents an asset, and open windows to view all EAMS data related to that asset, including: CCTV data, manuals, work order history, inspection data, flood plain data, cost data, capital project data, as- builts, etc.	2				
90	Working from within the EAMS environment, when viewing a record of a transaction or of an asset, provide the option to open a GIS window showing the location of the asset or transaction referenced in the record.	1				
91	Ability to track and monitor Closed Circuit Television (CCTV) data linked to assets, including issuing alerts and work orders resulting from irregular CCTV data.	2				
92	Initiate and track update requests to GIS and other data. Include a feedback mechanism to requester.	2				
93	Update attribute data for assets, whether managed in GIS or EAMS. For example, if a user notes that a pipe type is wrong, they should, subject to security and validation, be able to change the attribute value right then.	1				
94	Provide tools for scheduling routine asset data registry updates.	2				

	Asset Inventory Maintenance and Mapping Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
95	Associate digital photos and other file types to service requests, work orders, or assets from office or field, including snapshots from CCTV video, as-built drawings, "how to" manuals, permits, etc.	1				
96	Ability to track and manage process to establish property definition and size measurements for customer account. Create a work order and update property data using data from Patriot Assessing System.	1				
97	Manage location and naming of assets through GIS application, with tight integration between GIS and Work Order Asset Management System data.	2				
	Capital Project and Strategic Planning Coordination					
98	Ability to track, manage and report activities for inspections, plan review, permitting, easements and agreements through work orders, alerts and reminders, etc.	1				
99	Ability to link digital photos, maps and other file types to plan review and other activities. Utilize GIS application to manage associations.	1				
100	Capability to interface with third party entities and regulatory agencies in order to track status of activities. (e.g. FEMA flood map and revision applications, City building permits, etc.)	2				
101	Ability to identify and map planned, scheduled and current maintenance work activities, emergency response activities, and current and planned capital projects within a specified geographic area through GIS application.	1				
102	Ability to identify and map known and suspected problem areas ('hot' spots) within a specified geographic area through GIS application.	1				
103	Ability to review surrounding infrastructure condition and maintenance history within a defined area as part of the strategic planning; (capital and non-capital project planning) process.	1				
104	Ability to track and cross-reference complaints, resulting service requests, investigation and response as input into design process.	1				

	Capital Project and Strategic Planning Coordination Mapping — Nashua: 1 – Required, 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
105	Working from within the GIS environment, select a GIS feature that represents an asset or geographic area, and view all capital project data related to that asset or area including work order history and project dashboard indicators.	2				
106	Provide alert or notification of service request or work order located in known and suspected problem area ('hot' spot).	1				
	Compliance					
107	Ability to track and manage compliance reporting activities for Wastewater, Solid Waste, Parks & Rec, and all Federal and State permitting and compliance requirements..	2				
108	Ability to access and share compliance reporting data and documentation extracted from Work Order Asset Management System with cooperating agencies of the City under EPA MS4 Permit.	2				
109	Ability to track and manage storm water related permits and inspections.	1				
110	Provide alerts when a requirement does not meet specific thresholds or is close to not meeting threshold, and details on what is needed to resolve problem. (Not all requirements will have a simple pass/fail criterion.)	2				
111	Ability to track and manage water quality activities.	2				
	Management					
112	Ability to view and report on value of asset or group of assets at any given point in time.	1				
113	Ability to calculate asset costs by various cost categories, from commission to retirement, including maintenance, operations, rehabilitation and replacement costs.	2				
114	Provide management analysis tools and reporting, including metrics and graphics.	2				
115	Support a variety of statistical analysis techniques.	2				

	Management Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
116	Support the generation, tracking and reporting of certain key performance indicators, accomplishments, variances, failures and issues.	2				
117	Ability to track general maintenance activities and report on normal and abnormal activities as they pertain to permit/regulatory requirements.	2				
	Product Usability Requirements **Look and Feel**					
118	Include pick lists and other options optimized for work tasks.	1				
119	Show user-readable labels instead of cryptic codes on screens and forms, based on pick lists or equivalent technology.	1				
120	Auto-populate every possible field, with ability to override during data entry. Calculate values like start date where possible from data already entered, using business rules.	2				
121	Incorporate a common set of features for data entry and access, including pull down windows, pop-up windows, scroll bars, radio buttons, and error messages.	1				
122	Provide modifiability of presentation based on user task or role, eliminating clutter of unused fields on screens or hard copy forms. Allow user to modify view of screens and forms. (This refers only to the presentation, and not to reprogramming the underlying application.)	2				
123	Preserve changes to the presentation of forms and screens between sessions.	2				
124	Provide "undo" capabilities during data entry.	1				
125	Provide administrator controlled ability to make fields mandatory.	2				
126	Provide a common look and feel across all application components of the Work Order Asset Management System. Users must have the same or very similar experience and interface in office or in field.	1				
127	Provide a common approach to navigating home pages, menus, screens and fields.	1				
128	Incorporate icons, file structures, menu bars, print windows and query selection options similar to Microsoft Office products.	1				

	Product Usability Requirements **Look and Feel**	Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
129	Provide "hot keys" for jumping to other commonly used applications such as ESRI GIS, and office automation tools.	1					
130	Print through Windows print drivers, so that the user has a push-button experience.	1					
131	Carry over data from one screen to the next, without requiring re-entry.	1					
132	Provide consistent usage of key shortcuts, etc.	2					
133	Minimize need to scroll to see data fields on screen.	2					
134	Allow user to back up or move around screen with mouse or key-based migration, with consistent technique for changing focus.	2					
135	System should not require users to type in leading zeros, dashes, or blanks into fields.	1					
136	Present screens in order needed for work process (not flipping from screen to screen).	1					
137	Provide administration tools for managing underlying look-up tables and/or business rules such as those utilized by pick lists, including recording an audit trail of all configuration changes.	1					
138	Provide capability to save prior screen view and re-open at next login.	2					
139	Utilize screen and paper real estate effectively. Do not force user to repeatedly change column widths, etc.	1					
	Usability						
140	Provide user functions that are easy to use with proper training. User functions are intuitive and logical in their organization and display.	1					
141	Users can become proficient after training, 85% of the time on first use.	1					
142	After training, users will be able to sign on and navigate password security.	1					
143	After training, users will be able to access all functionality to do their assigned job.	1					
144	Standard error messages should be user friendly.	1					

	Usability Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
145	Users will know how to navigate "help" functionality and be able to solve issues 75% of the time.	1				
146	Users will be able to execute standard reports.	1				
147	Users will be able to modify standard report layouts, including selection of fonts, layout, and print options. Modifications can persist across sessions, if desired by user. Modifications are unique to the originating user.	1				
148	Users will be able to modify selection criteria for their session to run standard reports and queries (select date ranges, asset types, activity codes, etc.).	1				
149	User will be able to perform their normal daily assignments without help from "power users" or use of the "help desk" services.	1				
	Performance					
150	Provide ability for user to stay logged on for extended periods of inactivity, based upon administrator-defined thresholds.	1				
151	Provide extensive field edit features to insure data accuracy.	1				
152	Provide simple to use error correction and data validation processes. System must provide audit trail for all corrections.	1				
153	Provide adequate performance. Performance tuning methods and tools must be clearly defined.	1				
154	Provide comprehensive security approach, including field level masking of information, for all modules, screens, and transactions.	1				
155	Provide comprehensive security approach, to communications and to sensitive data on the field device (for example, customer data).	1				
156	Support user and workgroup account management, including security. System must provide support for roles.	1				
157	Provide acceptable response time (2 seconds or less) on 90% of all transactions.	1				
158	Include sufficient capacity and performance such that response time is not adversely impacted by end of shift utilization increases.	1				

	Performance Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
159	Maintain acceptable response time even when computationally intensive functions are being performed.	1				
160	Capable of supporting continued growth. Describe any limitations on number of accounts, activities, or other data elements.	1				
161	Support ability for field workers to utilize office automation functions from field in near real time. System must not compromise existing access through a Virtual Private Network (VPN).	1				
162	Allow simultaneous voice and data contact from field.	2				
163	Manage connection status for mobile field units and automatically reconnect following wireless connectivity interruption while preserving work in progress. A user should never notice interruption of wireless connectivity and could continue working during an interruption.	1				
	Capacity					
164	Support 35 concurrent users and 50 total users. Indicate maximum recommended number of concurrent users under the configuration being proposed and possible future changes to configuration.	1				
165	Support a mix of mobile and desktop users, with no performance decreases.	1				
166	Allow unlimited number of assets, work orders, or other aspects of the Work Order / Asset Management System.	1				
167	Allow addition of new asset types, job/activity types, using standard administration utilities. Indicate maximum number of asset types or other constraints on expansion.	1				
168	Allow addition of new business units and/or work teams, using standard administrative utilities.	1				
169	Support isolation of business units from one another within the same Work Order Asset Management System environment. Users from Dept. X should have access to only the asset types, work order types, and related system components relevant to their work, and should not have access to those set up for Dept. Y.	1				
170	Users may create a service request or work order for another business unit.	1				
171	Allow large character spacing for asset name, type, description, etc. Specify character limitations. Example: Salmon Brook Interceptor - large sized pipe	1				

	Queries and Reporting Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
172	Provide user-friendly reporting tool to create custom reports. The tool should allow users to define and generate custom reports, format report layout, add calculated fields based upon user-defined formulas, and select from list database data elements.	1				
173	Results of reports can be saved as an operating system file at user option.	1				
174	Provide reporting tools that can access and integrate relevant data from Work Order Asset Management System and from GIS, as needed.	1				
175	Provide geospatial-capable reporting tools that can format results of queries in cartographic and/or tabular formats from a common user interface.	2				
176	Provide open architecture for access to data from other applications within the enterprise.	2				
177	Provide ability for user to modify layout of any report, including fonts, arrangement upon the page, optimization for selected paper size, etc. These modifications can be saved when the session ends, at user option. All modifications are specific to the user who made them.	2				
178	Provide option for automation of standard reports produced automatically by system upon specified user events or schedule.	1				
179	Support back-end complex queries through SQL, programming scripts, and tools such as SQLDBX or TOAD. Restrict ability to perform queries to specified user groups or roles.	2				
180	Support reporting and analysis for budget process.	2				
181	Provide a mix of standard reports, parameterized reports, and ad hoc reporting capabilities.	1				
182	Provide capability for all reports to be printed or viewed in detail or at a summary level.	1				
183	Provide capability to export reports to other applications. All reports should be automatically/easily exportable to standard spreadsheet, word processing programs, presentation software, and ASCII files.	1				
184	Show all asset or work order history when requested.	1				
185	Generate and sort using multiple user-defined criteria and distribute summary report of work activity to replace distribution of hard copies of service requests or work orders.	1				

	Queries and Reporting Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
186	Provide ability to show results of queries by unlimited, user selected fields.	2				
187	Show results of spatial queries in map and tabular formats for all assignments and/or assets by location, along streets, arbitrary polygons, existing polygons (for example, sub basins), nearness to selected asset(s).	2				
188	Provide work measurement statistics on common activities.	2				
189	Provide backlog, service activity, and closure rate statistics for all service request and work order activity.	1				
190	Identify nearby activities for investigations and repairs.	1				
191	Provide capability to view report and query results without background details such as empty fields or cryptic codes.	2				
192	Support FEMA cost templates for reporting and capturing FEMA activity job costs.	1				
193	Ability to print reports in usable sizes on a range of hardware without "power user" or administrator support.	1				
	Operational Requirements					
	Technology Infrastructure					
194	Operate with Microsoft Windows 7 and greater.	1				
195	Operate with Microsoft Windows Server 2012 for server environments.	2				
196	Operate with Microsoft SQL-Server database management software or other enterprise-class database management product (SQL-Server 2012 is preferred).	2				
197	Operate with ESRI ArcGIS 10.0.	1				
198	Operate within the City of Nashua IT Solutions Department hardware infrastructure environment including server, network, storage, and printing environments.	2				
199	Utilize industry standard PC desktops and laptops. Work with a variety of portable devices. Specify minimum, recommended screen configurations and graphics capabilities.	1				
200	Support for Mobile devices	1				

	Operational Requirements Technology Infrastructure Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
201	Operate within an enterprise-class server/storage virtualization technologies. Please indicate your product's ability to operate in a virtualized server/storage environment (i.e., what technologies and vendors are supported).	1				
202	Operate with a Storage Area Network.	2				
203	Utilize application development tools based on commonly used information technology programming languages and approaches, such that developers are reasonably available when needed.	2				
204	Utilize application development tools that must be licensed to the City for its internal use, and for use as desired by other consultants or contractors for further development and maintenance of solutions.	2				
205	Minimize requirements for 3rd party tools and licenses. Keep the toolkit simple. Minimize dependencies among elements of solution.	1				
206	Support long-term data maintenance processes including robust data backup and recovery capabilities, storage and general up-keep of data.	2				
207	Ability to store, search, retrieve and link source asset document and image files from enterprise document management system.	1				
208	Support the latest version of Microsoft (MS) Internet Explorer. Describe how much functionality is provided in the Web version. Indicate required browser add-ins (e.g. Java, JVM, Flash, etc.).	2				
209	Operate using MS Windows Internet Information Services (IIS) Web Server with its most current release version.	2				

	System Integration Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
210	Support a variety of means for creating additional systems integrations as needed in future. Proposer shall list all APIs and other means of potential integration provided. The City strongly prefers integration based on .Net Technology	1				
211	Integrate in real time with the City's ESRI GIS system. Describe the ability to work with all data structures supported by the geodatabase, including tables, feature classes, domains, geometric networks, relationship classes, subtypes, etc.	1				
212	Integrate with the City's Lawson Financial Information System	2				
213	Integrate with the City's Vehicle Management System (RTA) as specified in Section 9.0 to provide access to vehicle operating costs.	1				
214	Integrate in real time with the Water Utility Company (Pennichuck) to provide access to or issue service requests and work history data.	2				
215	Capable of flexible integration with multiple future systems. Describe general integration approaches and capabilities for integration with unlimited 3rd party business entities or business partners.	2				
216	Provide capability of interfacing with Onbase Document Management systems.	2				
217	Operate with a Web-based architecture. If another architecture is proposed (client-server, for example), please indicate what technical strategies can be used to minimize client-side performance and management overhead, such as compatible desktop virtualization solutions.	2				
	Mobile Applications					
218	Support mobile devices.	1				
219	Provide adequate performance and capacity to support remote display of GIS maps.	1				
220	Provide adequate performance and capacity to support remote display of documents and drawings maintained in Work Order Asset Management System.	1				
221	Provide full access to Work Order Asset Management System functionality through mobile devices.	1				
222	Support access through VPN.	1				

	Work Order Asset Management System Maintenance and Support Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
223	Provide maintenance and support contract options, including the following: (a) 24x7 and (b) 8x5 (based on normal business hours in the Eastern Time Zone). (State the standard support hours in the Eastern Standard Time Zone.)	1				
224	Include all major product revisions, upgrades and enhancements as a feature of the maintenance and support contract options.	1				
225	Provide fixes and patches services for problems encountered between software releases.	1				
226	Provide ability for City system administrator to perform updates provided by the vendor, at the administrator's discretion. Describe how the standard update process minimizes downtime for end users.	1				
227	Provide a complete help desk service as part of the standard maintenance and support contract.	1				
228	Provide remote diagnostic and support services through a secure VPN process.	1				
229	Provide documentation for users and administrators. Localize documentation to match the installation at the City. Provide updates to documentation with each new version release.	1				
230	Provide a full line of initial and refresher training classes, including training for System Administrators, technical support staff, and users.	1				
231	Provide training in report writing including database models and table design.	2				
	Security					
232	Support a high level of security controls on access to sensitive data.	1				
233	Provide varying levels of security restrictions through user accounts, groups or roles.	1				
234	Provide varying levels of security access to specific modules, fields, screens or functions within system.	1				
235	Provide tools for managing user accounts, security settings on data and/or applications.	1				
236	Provide a full password security process based on roles and groups.	1				

	Security Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
237	Grant authorization for access or update at the function level (e.g., create service request).	1				
238	Provide Active Directory integration to support single user sign-on.	1				
239	Provide an audit trail of all system activity, including by user, date and time.	1				
240	Provide a flexible and secure security management process for assigning privileges and rights.	1				
	Data Integrity					
241	Provide a flexible, user controlled, mechanism to archive and purge history records after a specified period.	1				
242	Provide control reports for all routine data conversion processes including balances and counts.	1				
243	Provide alerts for unauthorized or suspicious activity.	1				
244	Provide full backup and restore functions with logging.	1				
	Reliability					
245	Support authorized user access from a common menu or home page.	1				
246	Provide high availability on 24x7 schedules.	1				
247	Provide 99.8% uptime after exclusion of scheduled maintenance and hardware failure.	1				
248	Provide full system recovery capabilities.	1				
	Legal					
249	Work directly with other software vendors to complete required integrations. Single "general contractor" relationship required.	1				
250	Insure ownership by the City of all data compiled or utilized by the system.	1				

	Configuration Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
251	Provide means to configure for TEST, DEV/QA and PROD environments during implementation and ongoing operations.	1				
252	Provide schematic and capacities for systems configuration.	1				
253	Provide configuration for servers (Host, Web, Application, Database, and Test).	1				
254	Provide configuration for clients (Desktop, Laptop, Dockable, Wireless, Tablet, and Handheld).	1				
255	Provide configuration for network elements, including bandwidth requirements.	1				
256	Provide configuration for security (Firewall, DMZ, and Software).	1				
257	Provide configuration for storage (configuration, redundancy, capacity) and supported technologies (SAN vs. NAS, FC vs. iSCSI connectivity, etc.).	1				
258	Provide configuration for backup.	1				
259	Provide logistics of implementation approach. Where will work be done etc. Minimize disruption of the City operations.	1				
	Implementation Requirements					
260	Provide means to migrate current and at least 4 years of historic customer account and property information from current CRM and GIS System into new Work Order Asset Management System.	1				
261	Provide means to migrate current at least 4 years of historic storm water related work order and service request data from into new Work Order Asset Management System.	1				
	Pre-Implementation Approach					
262	Provide active and professional project management services to support the implementation of the Work Order Asset Management System.	1				
263	Provide approach to project management that is to be used during system implementation. Provide an example of a project plan used in an implementation.	1				
264	Provide technique to map the City's requirements to test plan and system acceptance.	1				

	Pre-Implementation Approach Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
265	Provide technique to manage and control implementation artifacts, including system administration, software configuration versions, environments, and documentation.	1				
266	Provide approach to training designed to meet the City's documented requirements.	1				
267	Provide approach for knowledge transfer that is designed to maximize formal and information training opportunities for the City's technical and program staff.	1				
268	Provide technique for tracking successful training delivery and realization of training objectives for each class of user being trained.	1				
269	Provide approach to testing and validate system functionality, which provides traceability for the City's documented requirements.	1				
270	Provide approach for implementation that reduces the City's risk.	1				
271	Provide approach to move configured and validated system into production.	1				
272	Provide approach to manage and resolve issues in a timely and effective manner that has been effective in other implementations.	1				
273	Provide post production support for one year following cutover. Recommend what is included in this support.	1				
274	Include on-site support during the first full month of production activity.	1				
275	Provide approach to periodic project reporting that includes meaningful project status and progress reporting.	1				
	Implementation Deliverables					
276	Provide a Test Plan including starter scripts, Training Plan, Conversion Plan and Integration Plan including starter acceptance tests.	1				
277	Develop and document a mapping of the City's existing data to the data structure of the target application system.	1				
278	Develop and document the proposed data conversion process for reference data using an Extract –Transform - Load approach.	1				

	Implementation Deliverables Nashua 1 – Required 2 – Nice to Have	Nashua	Support	Future	Not Sup	Comments
279	Work with DPW staff to efficiently utilize the proposed Work Order Asset Management System solution.	2				
280	Follow an agreed-to change order process developed in the initial project plan.	1				
	Corporate Strength Requirements					
281	Describe extent and types of anticipated customizations.	1				
282	Provide statistics of installed base by product version. Describe three recent installations, including contact information.	1				
283	Discuss history of regularly scheduled releases and updates, Research and Development efforts, plans for future releases.	1				
284	Support prior releases for a reasonable period of time (a minimum of 2 years).	1				
285	Provide historical information to support stability of firm, including annual reports, mergers, name changes, product line evolution, etc.	1				
	Other					
286	**Propose Licensing & Permitting solution including the following business functions;**	1				
	DPW - Drain Layer & Sewer Permits, Permits to Encumber, telephone pole licenses, telegraph, utility poles					
	Land Management					
	Planning					
	Permitting					
	Business and Regulatory licenses					
	Code Enforcement					
	Environmental Health licensing & inspections (pools, restaurants,etc)					
	Animals					
287	Propose Asset Management Analysis Tools if not included in software.	1				

TERM OF CONTRACT

Negotiation, if undertaken by the City, is intended to result in a contract, which is deemed by the City, in its sole discretion, to be in the City's best interests. Any such negotiations will use the relevant proposals as a basis to reach a final agreement. Any and all such negotiations shall be binding upon the vendor selected.

Terms and conditions of any final contract shall be negotiated after proposals have been received, and prior to award. The City intends to award a contract to the vendor that possesses the required qualifications, demonstrated experience, and best value overall for services to be provided.

The term of this contract shall be for a period of three (3) years beginning as of the date of its execution. The contract may be extended for two, additional two (2) year periods each upon mutual agreement of the parties. (A total of seven (7) years.) Should the vendor desire to extend the contract for the additional two year period, it must so notify the City in writing no later than sixty (60) days before the expiration of the prior term. Such notification shall be effective upon actual receipt by the City. It is expressly understood by the parties that any such extension of this contract is entirely revocable at the City's discretion and is contingent upon the agreement and acceptance by the Board of Alderman. All annual contracts shall bound by the terms of the bid documents. In the event a new contract cannot be executed on the anniversary date of the original term or renewal term, the contract may be renewed month to month until a new contract is executed.

If the pricing remains the same or price adjustment has mutual agreement from both parties and the City agrees to extend the contract, the contract shall automatically renew for another two year period.

The City reserves the right to renew or rebid this contract if the appropriated funds initially approved by Board of Alderman are exhausted before the contract expiration date.

Insurance Requirements:

Prior to the City entering into a contract, the successful vendor shall provide the City with certificates of insurance for coverage as listed below and endorsements affecting coverage required by the contract within ten (10) calendar days after the City issues the notice of award.

The City requires thirty (30) days written notice of cancellation or material change in coverage. The certificates and endorsements for each insurance policy are to be signed by a person authorized by the insurer and who is licensed by the State of New Hampshire.

The successful bidder must maintain the following lines of coverage and policy limits for the duration of the contract. Any subcontractors used by the CONTRACTOR are subject to the same coverage and limits and is a subcontractor of the CONTRACTOR and not the OWNER. It is the responsibility of the CONTRACTOR to update Certificates of Insurance during the term of the contract with the City of Nashua Risk Management Department. **The City of Nashua must be named as an Additional Insured.**

Provide coverage for not less than the following amounts or greater:

General Liability: $1,000,000 per Occurrence $2,000,000 Aggregate

Motor Vehicle Liability: $1,000,000 Combined Single Limit

***Coverage must include all owned, non-owned and hired vehicles.**

Workers' Compensation Coverage according to Statute of the State of New Hampshire:

$100,000 / $500,000 / $100,000

All bidders and subcontractors at every tier under the bidder will fully comply with NH RSA Chapter 281-A,"Workers' Compensation". It is the responsibility of the CONTRACTOR to submit to the OWNER certificates of insurance for all subcontractors prior to the start of the project. It is the responsibility of the CONTRACTOR to provide the OWNER with updated certificates of insurance for the CONTRACTOR and all subcontractors 10 days prior to the expiration of coverage. The OWNER may, at any time, order the CONTRACTOR to stop work,

suspend the contract or terminate the contract for non-compliance. All subcontractors are subject to the same insurance requirements as the CONTRACTOR.

To be eligible for an award, a vendor must be deemed "responsible". A responsible bidder 1) has the ability, capacity and skill to provide the goods or services required; 2) can provide the goods or services within the time frame specified; 3) has a satisfactory record of integrity, reputation, judgment and experience; 4) has sufficient financial resources to provide the goods or services; 5) has an ability to provide future maintenance and support as required; and 6) has developed a positive track record with the City of Nashua to the extent the vendor has previously provided goods or services.

Before making an award, an authorized City representative reserves the right to require a vendor to submit such evidence of their qualifications, as it may deem necessary. The following documentation may be required: financial stability, technical expertise, experience, and other qualifications or abilities of a bidder, including past performance with the City of Nashua, to assist in making the award in the best interest of the City of Nashua.

Submission Requirements

Submit one (1) original and four (4) photocopies of same, of the proposal in a sealed envelope(s) or package(s) clearly marked "**Enterprise Asset Management / Work Order System**". Proposals must be submitted **no later than 3:00PM on Tuesday, March 10, 2015**, c/o Central Purchasing Office, Lower Level, City Hall, 229 Main Street, Nashua, NH 03060.

Proposals shall include detailed information describing the manufacturer's model of equipment and software to be provided, as well as details on hosting parameters.

Include the name of the individual who will be the primary contact in regard to this Request for Proposal.

The vendor, in submitting a proposal shall agree and *so state in its proposal* that no person acting for, or employed by, the City of Nashua has a direct or indirect financial interest in the proposal or in any portion of the profits, which may be derived there from. (Page 29 of this document, titled **Certificate of Acknowledgement)**

In addition, **complete and submit with your proposal**, our document **RFP0619-031015 SUBMITTAL SHEET.** As noted on that document, one tab is labeled Nashua EAMS Requirements (the same specifications provided on pages 5-26 of this request for proposals), and one tab is labeled City-hosted Cost. Both must be completely filled out and included with your submittal. Complete both tabs on the submittal sheet only.

The vendor shall be required to comply with all applicable provisions of federal, state and local law both in its response hereto and in provision of any services by the selected vendor. Each proposal shall include a statement indicating that the vendor has read and understood all conditions as outlined in the Request for Proposal. Each proposal shall be signed by a person legally authorized to bind the vendor to a contract.

Contact Bruce Codagnone, CIO/IT Director, via email at codagnoneb@nashuanh.gov or Lisa Fauteux, Director of Public Works at fauteuxl@nashuanh.gov with questions relating to this Request for Proposal.

Certificate of Acknowledgement

The term "City" shall herein mean the City of Nashua.

The Proposer acknowledges and certifies under the penalties of perjury to the City that:

1. Neither the Proposer, nor any representative of, or agent for, the Proposer has given, offered or agreed to give any person or entity who is an agent, representative or consultant of, employed by, or an officer or elected or appointed official of, the City, any gift, contribution or offer of employment as an inducement for, or in connection with, the Proposal or any contract awarded pursuant to this request.

2. No fee, commission or compensation of any kind has been paid, either directly or indirectly, by or on behalf of the Proposer to any person or entity who is an agent, representative or consultant of, employed by, or an officer or elected or appointed official of, the City, in connection with the Proposal or any contract awarded pursuant to the RFP, and no agreement to make any such payment has been made or will be made by or on behalf of the Proposer.

No person or entity who is an agent, representative or consultant of, employed by, or an officer or elected or appointed official of, the City, has any direct or indirect interest in the Proposer or any of its affiliates.

All information contained herein is true to the best of the Proposer's knowledge.

After all proposals, formal interviews, presentations and screening have been completed the candidate offering the "best value" will be notified of the City's intention to enter into a contract with them. In the event that a satisfactory agreement cannot be entered into with the candidate, the City reserves the right to enter a contract with an alternative candidate. The City also reserves the right to negotiate a contract with both proposers simultaneously and to enter a contract with any such proposers with whom it is negotiating. In the event that no candidate has proposed what the City deems to be an advantageous or acceptable proposal, the City reserves the right to reject all proposals. If the City determines that only one candidate is fully qualified, or that one offer is clearly more highly qualified and suitable than any other under consideration, then a contract may be negotiated and awarded to that candidate without any further consideration of the other proposals.

The City expressly reserves the right to negotiate the terms of the actual contract to be entered into. The terms may vary from the submitted proposals and RFP (to include unsolicited alternates and in other ways if mutually agreed to by the City and the proposer(s) with whom the City is negotiating).

Signed under the penalties of perjury.

Signed and sealed in the presence of:

_____

_____

Notary Date:_____

_____

Authorized Vendor Representative
(SEAL)
By: _____

Title: _____